



Supply chain automation for distributors on the IoT

Customer success story



“The Cumulocity IoT solution for our Nespresso® Capsule Dispensers helped us reduce out-of-order and out-of-stock situations to a minimum.”

– Raoul Marechal, Technics and Operations Manager, Lyreco



Customer Profile

Lyreco is one of the world's largest office supply distributors. With 10,000 employees in 45 countries, Lyreco delivers 235,000 boxes to customers every day. Lyreco prides itself on operational excellence in its processes, customer satisfaction and high levels of environmental stewardship, having obtained both ISO 9001 Quality Assurance and ISO 14001 Environmental Impact Compliance certifications.

New challenges

- Lack of real-time stock and sales insight
- Need to improve service assurance
- Drive operational cost savings from restocking and servicing machines

Software AG Solutions

Cumulocity IoT

Key benefits

- Fast setup, available in two weeks
- Reduced out-of-order and out-of-stock situations
- Continuous vending machine telemetry

Digitalization, the regulatory environment and increasing global competition are driving unprecedented change. Organizations must adapt their business strategies, better manage risk and simplify critical processes to avoid being disrupted by change. Many organizations are turning to the Internet of Things (IoT) to optimize operations and drive new business models.

Companies like Lyreco are a prime example of organizations seizing the opportunity to innovate and take advantage of a connected, digital future. By embedding IoT technology in its products, Lyreco is able to redefine its relationship with its partners and customers.

Lyreco ensures employees get their Nespresso

Lyreco is a key supplier of Nespresso premium coffee and coffee machines for businesses. Lyreco recognizes that more and more of the products its customers desire are becoming connected. This connectivity provides Lyreco's customers with deeper insights into product usage and often allows customers to decrease operational expenses, increase environmental awareness and innovate with new service offerings.

Lyreco adopts the Cumulocity VendMe solution

In order to further delight Nespresso customers, Lyreco adopted the Cumulocity VendMe solution for Nespresso coffee and coffee machines. This IoT solution facilitates the collection of data from vending machine and stock and operations management applications, all powered by the Cumulocity IoT platform. The full Cumulocity IoT solution provides Lyreco with real-time stock and sales analysis, a unique configuration of Lyreco machine operations, a set of stock-level business rules and integration to Lyreco business systems.

Cumulocity IoT platform

- Cumulocity VendMe solution
- Dedicated edition of the Cumulocity IoT platform
- Cloud-based deployment
- Vending machine telemetry devices and cellular connectivity

Process integrations

- Fully integrated to Lyreco SAP® Enterprise Resource Planning (ERP) system
- Formulation and deployment of vending operations-specific business rules
- Android® and iPhone® smartphone operator app

Go-to-market accelerators

- Set up and available in two weeks
- Service assurance to maximize customer service levels
- Stock management analytics and process support
- Future solution support



Outcome

Cumulocity's VendMe solution allows Lyreco to monitor the live operational performance of Nespresso machines and their usage so coffee capsules can be dispatched before they are needed and field technicians as soon as a critical fault is detected.

Benefits to Lyreco and its customers

- Cost-effective service assurance: The solution provides considerable improvement in customer service levels, with out-of-order and out-of-stock issues reduced to nearly zero
- Operational cost savings: Management of coffee machines and inventory can be fully automated and based on real-time usage, saving both fuel and money
- Future proof: Adoption of the vending application based on the leading IoT platform ensures Lyreco can meet its future requirements for innovative services

Raoul Marechal, Technics and Operations Manager at Lyreco, describes the value that Lyreco has found from its IoT solution. "The Cumulocity IoT solution for our Nespresso Capsule Dispensers helped us reduce out-of-order and out-of-stock situations to a minimum," he said. "At the same time, we were able to reduce costs by improving our operational processes. Our employees now benefit from having a real-time view on machine data during daily work on customer sites and via integration of the machine data into our SAP® system."



Take the next step

To learn more, contact your Software AG representative or email us at:

customer_marketing@softwareag.com

www.SoftwareAG.com/customers

ABOUT SOFTWARE AG

Software AG began its journey in 1969, the year that technology helped put a man on the moon and the software industry was born. Today our infrastructure software makes a world of living connections possible. Every day, millions of lives around the world are connected by our technologies. A fluid flow of data fuels hybrid integration and the Industrial Internet of Things. By connecting applications on the ground and in cloud, businesses, governments and humanity can instantly see opportunities, make decisions and act immediately. Software AG connects the world to keep it living and thriving. For more information, visit www.softwareag.com.

© 2020 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.

2020_9_CSS_Cumulocity-IoT_Lyreco_EN